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Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES



### 56th Annual Report

#### COMMISSION:

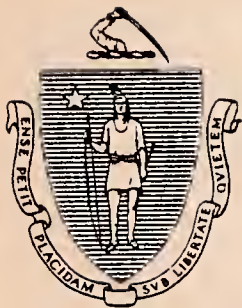
Chairman Doris R. Pote  
Commissioner Jon N. Bonsall  
Commissioner George R. Sprague

For Fiscal Year Ending  
June 30, 1979

GOVERNMENT DOCUMENTS  
COLLECTION  
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# *The Commonwealth of Massachusetts*

## *Department of Public Utilities*

*Leverett Saltonstall Building, Government Center*

*100 Cambridge Street, Boston 02202*


TO: His Excellency, Governor Edward J. King  
The Honorable Senate and House of Representatives  
The People of the Commonwealth

I am pleased to submit for your review the Annual Report of the Department of Public Utilities for the fiscal year ending June 30, 1979.

The Department is committed to ensuring the maximum and most efficient utility service to the public at the lowest possible cost. Empowered to regulate the monopolies under its jurisdiction, the Department has carefully reviewed rate requests in a manner reflecting both the public interest and the economic health of the Commonwealth. As a leader in utility rate reform, the Department is continuing to initiate regulatory policies which promote energy conservation, efficient utility operations, and equitable rates for consumers. Moreover, as a regulatory agency, the Department has a responsibility to ratepayers and the utility companies to establish rates which reflect the actual costs of providing service. In some instances services offered by monopoly companies are now competitive. In these cases the Department must allow the companies to respond to competition in the marketplace, while also preventing those competitive services from being cross-subsidized by monopoly service rate payers.

The challenges of the 1980's, spiraling inflation, matching supply with demand, escalating costs for energy, necessitate careful examination of utility company rate requests and innovative proceedings to protect the public interest. The Department has been a leader in initiating proceedings in such areas as electricity rate reform, expanded community telephone service, and consumer billing and termination practices. During the coming year, the Department will continue its initiatives in these areas by maintaining its professional standards of objectivity, fairness, and public participation.

Respectfully,

  
Doris R. Pote  
Chairman



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## TABLE OF CONTENTS

Members of the Commission .....	1
Introduction .....	2
Utility Accounting Division .....	8
Commercial Motor Vehicle Division .....	11
Consumer Division .....	13
Engineering Division .....	16
Long Range Utility Planning Division .....	24
Railway and Bus Division .....	27
Rates and Research Division .....	30
Telecommunications Division .....	32
Telephone and Telegraph Division .....	35
Organizational Chart .....	40





## DEPARTMENT OF PUBLIC UTILITIES

### Members of the Commission

DORIS R. POTE, Chairman

Miss Pote was appointed Chairman of the Commission in January of 1979. Chairman Pote has an accomplished legal and consumer background. Prior to her appointment, she was the Registrar and Associate Professor of Law at Suffolk University Law School. From 1975 to 1979 she served as Chairman of the Massachusetts Consumers' Council. She has lectured throughout the country and has published on a variety of consumer issues.

Chairman Pote is a cum laude graduate of Radcliffe College and Suffolk University Law School. She is a member of Phi Beta Kappa, Iota Chapter, Radcliffe. A member of the Massachusetts Bar Association, she has also served as President of the Massachusetts Association of Women Lawyers. She is President of the New England Conference of Public Utilities Commissioners, Inc., for the 1979-1980 term. Chairman Pote also serves on the Executive Committee of the National Association of Regulatory Commissioners.

JON N. BONSTALL

Commissioner Bonsall is a graduate of Holy Cross College and Boston College Law School. Prior to his appointment as Commissioner, Mr. Bonsall was Counsel to the Massachusetts House Majority Leader. Commissioner Bonsall has also served in state government as Counsel to the Massachusetts Energy Facilities Siting Commission. Included in his accomplishments is his participation in the deliberations and formation of recommendations of a number of task forces and study commissions, including the initial Reorganization Study of the Department of Public Utilities.

GEORGE R. SPRAGUE

Commissioner Sprague is an attorney and has an accomplished background in government service. He has served as an Assistant Attorney General of the Commonwealth, and as Director of the Division of Conservation Services in the Department of Natural Resources. Prior to his appointment to the Commission in May of 1979, Mr. Sprague served as a State Representative for the 59th Middlesex District from 1972 to 1978.

Commissioner Sprague is a cum laude graduate of Harvard College and Boston University School of Law. He was also a Kennedy Fellow at Harvard University's John Fitzgerald Kennedy Institute of Politics.

## INTRODUCTION

### SCOPE

The Department of Public Utilities is responsible for the regulation of electric, gas, telephone, and water utilities, as well as bus companies and commercial motor vehicles. Created by statute, the DPU's chief responsibility is the setting of reasonable rates. Since utility services are provided by monopoly companies, the DPU acts to protect consumers from unreasonable rates and terms of service and encourages efficient management by those utility companies serving the public. Additionally, the DPU has the responsibility to regulate the number and practices of companies which engage in competitive services. By regulating bus companies and commercial motor vehicles, the DPU ensures that the consuming public receives adequate service while providing the regulated companies with a certain amount of protection from an overcrowded field.

Historically, Massachusetts was the first state to regulate all public utilities and is the only state which has regulated electric utilities from their beginning. In 1975 the Commission was reorganized from a seven member part-time Commission to a three member full-time Commission. The Commission is assisted by a professional staff, which includes lawyers, economists, accountants, engineers, and rate analysts. By carefully examining revenues and developing initiatives to benefit consumers and businesses, the Commission has saved utility customers more than \$57 million in rate increases over the past year. The professionalism of the DPU has been clearly reflected in its handling of rate cases. During the year, Commission decisions in rate proceedings have stood without reversal by the Supreme Judicial Court.

The DPU is firmly committed to providing individuals and businesses in the Commonwealth with a sufficient supply of energy at the lowest possible cost. During the past year the Department has taken a number of initiatives to benefit both consumers and businesses in a critical time of escalating costs for energy and rising inflation. For example, it has:

- Enforced billing and termination regulations governing electric, gas, water, and telephone companies. These cover the rights of consumers and utility companies in cases of disputed bills, and provide protection of elderly and ill people from termination of essential services.
- Held over 700 formal hearings involving rate requests, stock issues, etc.



- Resolved over 80,000 consumer complaints per year.
- Ordered over \$2 million with interest in refunds to customers from overcollection by utilities through Purchased Power Adjustment Clauses.
- Held 25 public hearings outside of the Boston area.
- Completed hearings on telephone disaggregation and Boston Edison construction.
- Issued Standard Cost Gas Adjustment.
- Been awarded PURPA Grant.

#### ORGANIZATION

The Department employs a professional and clerical staff of approximately 140 persons working in the following Divisions:

Legal	Long Range Utility Planning
Utility Accounting	Railway and Bus
Engineering	Telecommunications
Rates and Research	Commercial Motor Vehicles
Consumer	Telephone and Telegraph
	General Administration

#### HEARINGS HELD THROUGHOUT THE STATE

The Department has held a number of hearings (25) outside of the Boston area in an attempt to enlist citizen participation in the regulatory process. These hearings were held in areas where the eventual decision would have local impact. In most instances the hearings were well attended and all concerns presented were made officially part of each case. These public hearings will continue as a regular policy of the Department. To date, the following hearings have been held:

Worcester - Massachusetts Electric Company Peak Load Pricing

Brockton - Brockton Edison Rate Case

Tewksbury - New England Power Transmission Line

Chelmsford - New England Power Transmission Line

Springfield - Springfield School Bus Company Charter License

Gardner Auditorium - New England Telephone Company  
Directory Assistance

Gardner Auditorium - Boston Edison Rate Case

Springfield - Bay State Gas Rate Case

Springfield - New England Telephone Directory  
Assistance

Pittsfield - Berkshire Gas Company Rate Case

Blackstone - Blackstone Gas Company Rate Case

Easton - New England Power Transmission Lines

Northfield - New England Telephone Company Quality  
of Service

Whitman - New England Telephone Company Exchanges

Hyannis - Cape Cod Gas Company Rate Case

Stockbridge - Massachusetts Electric Company

Lowell - Lowell Gas Company Rate Case

Haverhill - Haverhill Gas Company Rate Case

Norwell - New England Telephone Company Quality of  
Service

Ludlow - MMWEC Transmission Lines and Land Taking

Westwood - Dedham Water Company Rate Case

Monterey - Monterey Water Company Rate Case

Northbridge - New England Telephone Expansion of  
Calling Area

Westborough - New England Power Company Transmission Lines

Great Barrington - Massachusetts Electric Company  
Transmission Lines

DEPARTMENT STATISTICS - SUMMARY

Annual Return Filings

The following is a summary of the number of corporations, private firms, municipal corporations, persons or associations under DPU jurisdiction which are required to file annual returns:

Gas Companies	14
Electric Companies	14
Municipals (Lighting Plants)	40
Water Companies	52
Bus Companies	93
Street Railway Companies	6
Railroads	8
Telephone Companies (including Mobile Radios)	25
Affiliates (Gas and Electric)	20
Voluntary Associations	8
Telegraph Companies	1

Rate Schedules Filed

Railroad (freight and passenger)	341
Gas and Electric	291
Bus and/or Street Railway	73
Water	4
Telephone and Telegraph including Mobile Radio	43
Annual Motor Carrier of Property and Tow Car Reports	2,316
Motor Truck	6,362
Special Permissions	118

Customer Complaint Hearings 2,106

Commercial Motor Vehicle Public Hearings 1,173

Rate Request and Petition Hearings

Adjudicatory	145
Fuel Clause	65
Rates	128
CMVD Appeals	47
Others	336
Total	746

Decisions, Orders Issued

595

Gas, Electric, Telephone, Water Rates

Total Amount Requested	\$112,099,242	
Total Amount Granted	54,972,812	(49%)
Savings to Consumer	57,126,430	(51%)



Receipts

Administrative Division

Meter Inspection Fees	\$ 95,662.50
Filing of Certain Documents (Administration, Rates, Accounting, Railway and Bus)	60,808.85
Sale of Forms	348.95
Bus Drivers' Examinations	8,400.00
Bus Permits	20,041.00
Bus Drivers' Licenses	26,716.00
Bus Inspections	4,068.00
Miscellaneous	<u>14,436.53</u>
Total	<u>\$230,481.83</u>

Commercial Motor Vehicle Division

Cab Fees	\$ 142.20
Licenses and Permits, Truck Brokers	20.00
Copies of Documents	785.00
Motor Carrier Stock Acquisitions	361.00
Certificates, Permits, Licenses, and Transfers	41,894.00
Plate Fees (and transfers of same)	1,235,339.00
Duplicate Plates and Plate Certificates	62.00
Postage	56,922.00
Miscellaneous	<u>208.16</u>
Total	<u>\$1,335,733.76</u>

DEPARTMENT INCOME FOR FISCAL 1979	<u>\$1,566,215.59</u>
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## UTILITY ACCOUNTING DIVISION

### SCOPE

The principal function of this Division is to provide the Department with accounting expertise in the financial analysis of utility rate cases. Major activities include the financial review of all increases sought by the utilities within the Commonwealth, and responsibility for ensuring compliance by the utility companies with the uniform system of accounts and financial reporting as required by statute and Departmental regulation.

### STAFF

The staff of eight accountants includes the Director and Assistant Director. Their functions are:

- Acting as hearings officers in utility company rate cases.
- Drafting recommendations for the Commission in rate cases.
- Reviewing financial data of the utility companies.

### FUEL ADJUSTMENT CLAUSE

Division Staff:

- Assists the Commission in administering electric fuel adjustment clauses.
- Holds hearings and drafts orders pertaining to fuel adjustment clauses.

### 1978 MUNICIPAL LIGHTING PLANTS

The following is a list of the Municipal Lighting Plants with their percentage of earnings which, from the returns filed for the calendar year 1978, appear to have violated the statutory provision that no Municipal Lighting Plant shall charge rates which result in earnings in excess of 8 percent of the Cost of Plant in Service per annum:

Concord	9.59%	Merrimac	9.47%
Hull	10.55%	Middleton	15.27%
Mansfield	10.33%	Reading	8.59%

### ANNUAL RETURNS FILING

The number of corporations, firms and municipal corporations, persons or associations under the jurisdiction of the



Department who are required to file annual returns for the calendar year ended December 31, 1978, with the Accounting Division are as follows:

Electric Companies	15
Gas Companies	14
Municipal Lighting Plants	40
Water Companies	52
Bus Companies (Certificates)	20
Bus Companies	70
Voluntary Associations	8
Affiliates	20
Street Railway Companies	5
Railroads	8
Telephone Companies	25

Quarterly reports are required from 46 transportation companies which include railroads, street railways and motor bus companies.

#### APPROVAL OF CAPITAL STOCK, BONDS AND NOTES

Seventeen applications for the approval of the issue and sale of stock, bonds or notes by gas, electric and water companies and public corporations were processed and approved during the year July 1, 1978, to June 30, 1979. The par value of the stock requested totaled \$48,950,000 and the total proceeds from the issue price amounted to \$51,999,975; long-term debt consisting of bonds or notes issued by investor-owned companies amounted to \$238,696,000; and revenue bonds issued by state or municipal corporations under chapter 164A amounted to \$24,200,000.

The table on the following page shows the securities approved for the several companies including both the par value of the stock and the issue price thereof as required by law.

Requests for increased depreciation allowances for Depreciation of Plant and Property were processed and approved in accordance with section 57 of chapter 164 of the General Laws for the calendar year 1978 as follows:

Concord  
Hingham  
Holden  
Hudson  
Marblehead  
Merrimac  
Middleborough  
North Attleborough  
Peabody  
Reading  
Rowley  
Taunton  
Wakefield

# SECURITIES APPROVED IN FISCAL YEAR 1979

## INVESTOR OWNED COMPANIES

	Capital Stock Amt. at Par	Issue Price Proceeds	Bond & Notes	Date
Boston Edison Co.	\$ 6,100,525 C	\$ 6,100,525 C	\$ 50,000,000 L	7/5/78
Brockton Edison Co.			23,996,000 B	7/26/78
Montaup Electric Co.			11,700,000 B	10/30/78
Berkshire Gas Co.	1,000,000 P	1,000,000 P	2,000,000 B	11/8/78
Boston Edison Co.			100,000,000 B	11/21/78
Lowell Gas Co.	1,000,000 C		5,000,000 B	12/8/78
Cape Cod Gas Co.	900,000 C	1,199,700 C	3,250,000 B	12/8/78
Brockton Edison Co.	11,700,000 C	11,700,000 C	15,000,000 N	12/19/78
Cape Cod Gas Co.	750,000 C	999,750 C	1,250,000 B	1/31/79
Lowell Gas Co.	500,000		2,000,000 B	1/31/79
New Bedford Gas & Edison Light Co.			500,000 N	5/16/79
Boston Edison Co.	20,000,000	20,000,000		5/18/79
Commonwealth Gas Co.			3,000,000 N	6/1/79
Hingham Water Co.	2,000,000	2,000,000	1,000,000 B	6/11/79
Western Mass. Electric Co.			20,000,000 N*	6/11/79
Boston Edison Co.	5,000,000	9,000,000#		6/29/79

Code: L = Lease B = Bonds P = Preferred Stock # = Reinvestment Plan not  
N = Notes C = Common Stock \* = Extension of prior issue less than \$18.00/Sh.

## REVENUE BONDS APPROVED UNDER CHAPTER 164A

Mass. Municipal Wholesale Electric Co.	\$ 24,200,000	1/16/79
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COMMERCIAL MOTOR VEHICLE DIVISION

SCOPE

The Commercial Motor Vehicle Division regulates motor vehicle carriers which transport other people's property and are paid for such efforts. Before a carrier can provide such service, it must obtain a certificate or permit from the Department. Such license can be issued only after a hearing where a determination is made that the applicant is fit and that the service is needed. By this process, the Division seeks to assure that the public will be provided an economical and efficient truck transportation system, a principal objective of the Division's legislative mandate.

Another important function of this agency is to protect shippers and consumers from unfair or deceptive practices on the part of a minority of carriers. Each year the Division investigates hundreds of complaints from people who believe that they have been overcharged or inadequately served by a carrier. Although most of these disputes are informally resolved, a significant number are the subject of formal complaint hearings. In certain instances, the carrier, if the complained-of behavior is serious or repeated, could lose its authorization to work in transportation.

STATISTICS

Revenue

-\$1,335,625.60

Supervised

-	7,431	Irregular Route Common Carriers
-	10,528	Interstate Carriers
-	490	Regular Route Common Carriers
-	605	Contract Carriers
-	94	Agricultural Carriers
-	21	Transportation Brokers

Issued

-	240,006	Distinguishing Plates and Decals
-	505	Irregular Route Common Carrier Certificates
-	125	Contract Carrier Permits
-	1,051	Interstate Licenses

Hearings

-	1,173	Public Hearings Held
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Revocations and Cancellations

-	328	Carrier Licenses Revoked
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Complaints

- 383 Received  
 - 9 Formal Hearings  
 - 311 Formal Investigations

Inspections

- 4,052 Road and Cargo Checks

Court Cases

- 121 Formal Court Cases  
 - Total Fines Assessed \$3,460.00

COMPARATIVE GROWTH IN WORK LOAD AND REVENUE

The progressive growth in the work load of the Division is readily seen in the following comparative statistics over the past five-year period:

	1975	1976	1977	1978	1979
Total Income	\$867,683	\$890,721	\$995,164	\$1,091,729	\$1,335,629
Number of Plates/Decals Issued	1975 166,770	1976 173,897	1977 191,986	1978 205,960	1979 240,006

RECIPROCAL ARRANGEMENTS

During 1979, reciprocal arrangements with several states were adjusted to reflect charges assessed Massachusetts carriers. Initial registration fees are now waived in 12 states and the District of Columbia; decal fees are waived in 18 states and the District of Columbia.

## CONSUMER DIVISION

### SCOPE

The Consumer Division of the Department assists consumers with gas, electric, water and New England Telephone Company bill disputes.

The Division operates pursuant to chapter 159, 164 and 165 of the Massachusetts General Laws, under regulations promulgated by the Department. D.P.U. 18565, Billing and Termination Procedures of the Department of Public Utilities, is applicable to investor-owned gas, electric, and water companies and covers procedures to be applied to billing and termination procedure for residential customers, termination of service to customers during serious illness, termination of service to accounts affecting tenants, and termination of service to elderly persons. Similarly, D.P.U. 18848, dated December 19, 1977, effective March 19, 1978, is applicable to the New England Telephone Company.

### HEARINGS

Every residential consumer who has a billing dispute with a gas, electric or water utility company, or the New England Telephone Company, has a right to a hearing. However, many consumers have disputes, or require explanations, that can be settled without scheduling a hearing. Consumer coordinators make every effort to settle disputes or solve problems in the manner most expeditious for the consumer.

Many problems are settled by telephone, mail and/or personal visit by the consumer to the Consumer Division office on the twelfth floor of the Saltonstall Building.

Companies are required by Department regulations to inform their customers, through a notice accompanying the utility bill, of the customer's right to a hearing and to assistance from both the utility company and the Department in settling any billing question or dispute.

When a hearing is scheduled, the consumer meets with a DPU consumer coordinator and with a representative of the utility company to discuss the dispute. The consumer coordinator, after investigation of pertinent facts and records, will rule on the dispute. If the ruling is not agreeable to either the consumer or the company, the ruling may be appealed by written notice to the Department within seven days. The appeal is to an adjudicatory procedure under chapter 30A of the General Laws. Appeal from the Departmental order following an adjudicatory hearing is to the Massachusetts Supreme Judicial Court. Less than seven percent (.0665) of the

Division's hearings are appealed to an adjudicatory procedure.

Consumers who seek court action against a utility company prior to Departmental administrative remedies are usually remanded, by the court, back to the Department of Public Utilities.

#### TOLL FREE NUMBER

To make the services of the Division more accessible to consumers outside of the Metropolitan Boston area, the Division has a toll free number, 1-800-392-6066. Of the total incoming calls, about one third are made on the toll free number.

#### STATISTICS

##### Consumer Assistance July 1, 1978 - June 30, 1979

<u>Date</u>	<u>Telephone</u>	<u>Mail</u>	<u>Walk-in</u>	<u>Hearings</u>	<u>Appeals for Adjudicatory Hearings</u>
July '78	5,783	857	97	141	11
Aug.	7,301	1,046	72	187	12
Sept.	6,678	865	81	175	11
Oct.	6,769	932	109	191	10
Nov.	6,406	929	79	196	20
Dec.	7,095	833	78	126	12
Jan. '79	7,207	716	67	175	13
Feb.	6,006	775	68	124	6
Mar.	6,488	704	88	168	7
Apr.	6,555	782	121	197	12
May	7,132	958	117	223	15
June	<u>6,304</u>	<u>944</u>	<u>129</u>	<u>203</u>	<u>11</u>
Totals	79,724	10,341	1,106	2,106	140

In the 2,106 hearings held at the Consumer Division, the following companies were involved:

#### Electric Companies

Boston Edison	498
Brockton Edison	23
Cambridge Electric	10



Electric Companies (cont'd.)

Fall River Electric Light	3
Massachusetts Electric	275
New Bedford Gas and Edison Light	35
Western Massachusetts Electric	<u>11</u>
	855

Gas Companies

Bay State Gas	59
Berkshire Gas	0
Boston Gas	883
Commonwealth Gas	66
Fall River Gas	3
Haverhill Gas	4
New Bedford Gas and Edison Light	12
Cape Cod	7
Lowell	12
Fitchburg	2
Attleboro	<u>0</u>
	1,048

Water Companies

New England Telephone	202
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## ENGINEERING DIVISION

### SCOPE

The Engineering Division has responsibility for reviewing programs and investigating accidents of the gas and electric utilities, for reviewing utility company plans for new transmission lines and substations, and for reviewing utility company requests for takings by eminent domain to see if such actions would be in the public interest. In addition, the Division provides technical assistance for the other divisions in the Department during rate cases and rulemaking proceedings. It also collects data on a regular basis from the utility companies and conducts surveys on a continuing basis on a number of topics.

### LIQUEFIED NATURAL GAS

#### Office of Pipeline Safety

Members of the Division made a series of inspections of liquefied natural gas facilities of gas utility companies to ensure compliance with the regulations of the Department and those of the Office of Pipeline Safety. The inspections included sound level studies where indicated, inspection of pressure testing, examination of x-ray films of welds, technical assistance, and, where necessary, conferences. In the case of any violations of the appropriate standards, the Department takes whatever action it deems necessary to ensure safe operating conditions.

### NATURAL GAS SAFETY AND OPERATIONS

#### A. General

The Division staff conducted surveys and inspections, reviewed reports, attended hearings and conferences, and drafted reports and orders to maintain compliance with state and federal gas safety and operations. Additionally, the Division staff was responsible for the preparation of the 1979 grant-in-aid budget application to DOT.

#### B. Accidents

Chapter 164, section 95 of the Massachusetts General Laws and the Department's regulations in D.P.U. 1073-C require the reporting to the Department of accidents in which there is personal injury or fatality, and/or substantial property damage. Under these regulations, fifteen accidents were reported to the Department during the past fiscal year.

Department investigations of these incidents included pipe tests, metal tests, conferences, interviews, pressure tests and, where necessary, recommendations for changes in utility company safety practices and procedures.

#### C. Gas Meter Inspection and Testing

Chapter 164, section 107 of the Massachusetts General Laws relates to establishing calorific standards for gas supplied to consumers. DPU regulations establish standards for odorants. Tests are made at regular intervals of BTU content and odorants in gas by the Division's Supervising Gas Inspector. Such tests were made at sixty locations during the past fiscal year.

During the past fiscal year, 181,444 gas meters were tested and inspected as required by statute. Those found to be registering correctly, 178,111, were sealed and badged as required.

After being tested, 2,733 meters were found to be registering incorrectly and were rejected.

Four hundred gas meters were tested on complaint of customer or company and of this number 357 were found to be registering correctly. Forty-three were incorrect; i.e., more than two percent fast or slow, and were discarded.

#### D. Fees

During the past fiscal year, \$95,624.50 in fees was collected for the testing of gas meters.

#### E. Reimbursement from the Department of Transportation

The Department has a 5(b) Agreement with the Office of Pipeline Safety. Under the provisions of this Agreement, the Department is the Office's agent in carrying out the provisions of the Gas Pipeline Safety Act, Parts 191 and 192. Fifty percent of our gas safety inspection activities is reimbursable by the Office of Pipeline Safety. For the calendar year 1978, this amounted to \$41,447.00.

#### F. Third Party Damage to Utility Facilities

Section 40, chapter 82 of the Massachusetts General Laws requires that anyone proposing to make an excavation in a public way shall notify the local utility company before proceeding. The utility company will then mark locations of its facilities.



During the past fiscal year, a number of conferences, usually once a month, were held with contractors and others who have damaged utility facilities in the streets while excavating. These hearings are attended by personnel from utility companies and are intended to assure proper communication between utility companies and contractors, to point out the laws, and to determine responsibility for the damage. In some cases, the Department has found that safety education is required, particularly with contractors using explosives in the vicinity of gas pipelines.

Monthly reports supplied by utility companies whose facilities are damaged are carefully screened. Any contractor whose name reappears or who exhibits negligence with regard to utility facilities is called in to the Division for a conference. In nearly every case, only one such meeting is necessary.

## ELECTRICITY SAFETY AND OPERATIONS

### A. General

During the past fiscal year, members of the Division staff devoted a major portion of their time to areas such as safety improvements, customer complaints, technological changes, and implementation of state and federal rules and regulations.

### B. Accidents

Chapter 164, section 95 of the Massachusetts General Laws and the Department's regulations in D.P.U. 1073-C require the reporting to the Department of accidents in which there is personal injury or fatality, and/or substantial property damage. Under these regulations, forty-seven accidents were reported to the Department. Of the total, three cases represented fatalities and ten cases reported no injuries.

### C. Electric Meter Tests

Electric meters are tested at the request of either the customer, the company, or the Department's Consumer Division. If the customer requests a meter test, there is a \$3.00 charge for a domestic electric meter. On the other hand, if the Department's Consumer Division makes the request, there is no charge to the customer. As a result, \$68.00 in fees was collected.

During the past fiscal year, 129 electric meters were tested by the Division staff in areas served by Massachusetts Electric Company, Boston Edison Company, New Bedford Gas and Edison Light Company, Western Massachusetts Electric Company, Brockton Edison Company, Taunton Municipal Light Department, Danvers Municipal Light Department, Fitchburg

Gas and Electric Company, and Cambridge Electric Company.

All meters were found to be within the allowable tolerances. No creep was found in any meter tested.

#### WATER

Under the provisions of the General Laws, the Department must approve the plans for any new water company, for the adequacy of the distribution system. Potability of the water, sources of supply and protection of sources of supply come under the Department of Environmental Quality Engineering.

During the past fiscal year, members of the Engineering Division made all necessary inspections and reviews of water companies to ensure compliance with DPU regulations.

#### ENVIRONMENTAL IMPACT

The Division staff was also responsible for attending conferences on and reviewing environmental impact reports as they related to utility company transmission line construction.

#### REPORTS REQUIRED BY THE ENGINEERING DIVISION

During the past fiscal year, the Division received the following reports from utility companies under DPU jurisdiction:

- Odorization reports for gas distribution and transmission companies.
- Number of fire valves installed by each gas utility or municipal gas department.
- Number of gas meters tested each month by each gas company or municipal gas department.
- System voltage reductions as they occur.
- System load shedding, as it occurs.
- Electrical outages of 200 or more customer outage hours.
- Monthly reports of breaks in utility company facilities in the streets.



- Periodic reports of gas main construction as required by the Department's gas distribution code in D.P.U. 11725-F, Section One.
- Monthly reports from electric companies showing energy needs, planning, etc.
- Monthly reports from electric companies showing fuel adjustment data.
- Periodic questionnaires submitted by gas utilities and municipal gas departments showing energy supplies, projections, policies, etc.

#### SURVEYS AND COMPILATIONS

For information or regulatory purposes, the following surveys are conducted by the Engineering Division:

- Gas meter testing survey required of all gas utility companies.
- Number of fire valves installed in gas meters in each gas distribution company area.
- Survey of breaks in utility company facilities in the streets caused by contractors and others excavating.
- Survey of quarterly safety exercises, drills, etc., at all LNG plants in Massachusetts.
- Survey of electrical outage data, monthly.
- Gas odorization reports, monthly, from all gas distribution companies.
- Electric and gas accidents involving loss of life, serious injury and/or substantial property damage, reported as they occur.

The Division conducts periodic surveys of outdoor gas meter protection in various parts of the state to ensure that gas meters in shopping centers and other public places are adequately protected from hazards.

#### NUCLEAR ENERGY

Because utility companies in Massachusetts have a financial interest in nuclear generating plants located both within and outside the Commonwealth, this Division, in conjunction with the Accounting Division, must make the same examination of plant for financing purposes as is required



by D.P.U. 4980 for all Massachusetts utility companies. Periodic examinations of operations of nuclear electric generating plants in Maine, Vermont, Connecticut and Massachusetts were made by members of the staff.

Members of the Division also attended a seminar on safety criteria of the nuclear power industry sponsored by the Institute of Electrical Energy.

#### PLANT ACCOUNTING

During the past fiscal year, the Division has examined the schedules of additions, betterments, and retirements to plant and general equipment accounts of Commonwealth Gas Company and Boston Edison Company.

1978

**MONTHLY ELECTRICAL OUTAGE REPORT  
COMMONWEALTH OF MASSACHUSETTS**

Department of Public Utilities - Engineering Division

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Year
Number of electric companies and municipal electric departments, of over 100 ultimate customers	52	52	52	52	52	52	52	52	52	52	52	52	52
Number of above reporting "reportable outages"	12	12	10	10	8	10	6	12	10	9	10	11	21
Number of "reportable outages"	223	277	125	75	83	104	130	118	79	114	84	128	1328
Customers affected-thousands	252	539	256	162	107	128	196	341	184	179	92	208	2344
Customer outage hours "	352	3459	418	160	132	166	259	234	172	163	114	306	5515
Cause of outage, per cent													
a. cable faults	17.4%	8.3%	33.6%	32.0%	14.4%	15.4%	19.1%	18.6%	13.9%	14.0%	27.3%	18.8%	19.4%
b. equipment failures	16.1%	3.2%	21.6%	21.3%	22.9%	18.2%	18.5%	29.7%	16.5%	21.9%	19.4%	18.8%	19.0%
c. car hit pole	4.0%	1.5%	16.0%	13.4%	21.7%	24.1%	21.4%	17.0%	25.3%	29.0%	29.6%	19.5%	18.5%
d. wind, storm, lightning, snow, tree limbs, ice on overhead wires													
e. scheduled	58.6%	83.0%	12.8%	13.4%	24.2%	27.9%	30.8%	22.0%	32.9%	26.3%	15.4%	35.1%	31.8%
f. other	2.2%	1.1%	6.4%	5.3%	6.0%	4.8%	1.0%	1.7%	3.8%	2.6%	0	3.1%	3.4%
	1.7%	2.9%	9.6%	14.6%	10.8%	9.6%	9.2%	11.0%	7.6%	6.2%	8.3%	4.7%	8.0%
Duration of average reportable outage hours	1.4	6.4	1.6	.9	1.2	1.3	1.3	.7	.9	.9	1.3	1.5	2.4

This report summarizes reports as submitted by all electric companies and departments of over 100 ultimate customers, in compliance with our letter of March 18, 1968. Only outages of 200 or more customer outage hours are required to be reported. These are designated "reportable outages."

Total number of customers in companies/departments of over 100 ultimate customers in Massachusetts as of December 31, 1969 based on bills rendered per annual return, page 38.



1979

MONTHLY ELECTRICAL OUTAGE REPORT  
COMMONWEALTH OF MASSACHUSETTS  
Department of Public Utilities - Engineering Division

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Year
Number of electric companies and municipal electric departments, of over 100 ultimate customers	52	52	52	52	52	52							
Number of above reporting "reportable outages"	10	12	5	6	9	9							
Number of "reportable outages"	431	130	63	76 <sup>1</sup>	100	110							
Customers affected-thousands	229	189	56	108 <sup>1</sup>	201	316							
Customer outage hours "	400	196	65	176	357	314							
Cause of outage, per cent													
a. cable faults	9.7%	23.7%	30.2%	19.7%	27.0%	13.7%							
b. equipment failures	4.8%	30.0%	15.7%	17.1%	22.0%	13.7%							
c. car hit pole	3.0%	18.4%	28.7%	31.6%	23.0%	16.3%							
d. wind, storm, lightning, snow, tree limbs, ice on overhead wires	79.8%	18.2%	9.7%	19.7%	10.0%	29.1%							
e. scheduled	.6%	6.7%	-	1.3%	10.0%	6.3%							
f. other	.8%	3.0%	15.7%	10.6%	8.0%	20.9%							
Duration of average reportable outage hours	1.7	1.0	1.2	1.6	1.7	1.0							

This report summarizes reports as submitted by all electric companies and departments of over 100 ultimate customers in compliance with our letter of March 18, 1968. Only outages of 200 or more customer outage hours are required to be reported. These are designated "reportable outages."

Total number of customers in companies/departments of over 100 ultimate customers in Massachusetts as of December 31, 1969 based on bills rendered per annual return, page 38.

1/ Plus Boston Edison Company Back Bay Outage.

## LONG RANGE UTILITY PLANNING DIVISION

### SCOPE

The Long Range Utility Planning Division ("LRUP") was established to assist the Commission in formulating and implementing Department policies. In the past year, the Division has continued some of the work begun earlier, and also has become involved in several new areas of interest. Major Division achievements have been in the areas of adjudicatory proceedings, cooperation with other state agencies, long-term research and staff activities.

The Division expects to become increasingly involved in assisting the Department's efforts to meet the requirements of the National Energy Act.

### INVOLVEMENT IN ADJUDICATORY PROCEEDINGS

1) D.P.U. 19494: The Division was integrally involved in the "Boston Edison Construction Case" with John DeTore, Division Director, acting as the hearings officer, and Alycia Lyons, Assistant to the Director, acting as a member of the Department's intervenor team. This case is now in its second phase, and Division staff will continue to participate for the duration of the case.

2) D.P.U. 18810: This case requires that all privately-owned electric utilities submit to the Department optional load research plans to be followed by mandatory and synthetic time-of-use rates and load management plans. The LRUP Division has reviewed and evaluated each optional time-of-use plan and rate schedule submitted by the utilities. Optimal rates have been approved for the eight largest investor-owned utilities. Further investigation of the load management plans is anticipated. In connection with this, the Division has submitted an application to the U.S. Department of Energy for grant funding which would allow the Department to develop a greater capacity for analysis of load management plans.

3) D.P.U. 19845 and 19846: Pursuant to the Commission's order in D.P.U. 18810, the Division is now involved in holding hearings concerning mandatory time-of-use rates for Boston Edison Company (19845) and Massachusetts Electric Company (19846). At this time, the discovery process is almost complete and testimony is expected to begin in the fall.

4) D.P.U. 19738 and 19743: The staff assisted the Commission in formulating the order in these two cases, which in part stated that the Commission did not have sufficient information to judge the suitability of an investment in the Seabrook Nuclear Power Plant by three Massachusetts utilities: Montaup Electric Company, New Bedford Gas and Edison Light



Company and the Fitchburg Gas and Electric Light Company. The Commission also ordered that the proceedings be consolidated as D.P.U. 20055, which is presently in the process of discovery, and will involve the LRUP Division's participation.

#### INVOLVEMENT WITH OTHER STATE AGENCIES

- 1) Hydroelectric Power: Division staff worked with the State Energy Office ("SEO") on identifying potential hydroelectric sites in Massachusetts, and with the Siting Council and SEO on the licensing process for hydroelectric sites.
- 2) Solar Energy: Division staff worked with the Solar Office in targeting areas where this agency might be most effective in helping Massachusetts develop new energy sources.
- 3) Liquefied Natural Gas: Division staff followed the proceedings in the Siting Council concerning regulations governing the location of future LNG facilities.

#### LONG-TERM RESEARCH EFFORTS

The Division has submitted applications to the U.S. Department of Energy ("DOE") under two separate grant programs: the Public Utilities Regulatory Policies Act ("PURPA") and Innovative Rates Grants Program. Contingent upon receipt of funding from the PURPA grants program, the Division will seek to acquire computer capability, improve staff training in case intervention and broaden the scope of the load management analysis to be performed under D.P.U. 18810. The projects to be undertaken with Innovative Rates grant funding are: Rate Information to Consumers, Assistance to Low Income Electric Consumers and Rate Incentives for Utility Efficiency. Notification concerning funding will be received from DOE by September 15, 1979. Work on these projects is expected to begin October 1, 1979.

#### NRRI TECHNICAL ASSISTANCE

The Division applied for and received technical assistance from the National Regulatory Research Institute in the area of time-of-use rate metering. A computer program was developed to assist the staff in evaluating the costs and benefits associated with time-of-use pricing.

#### STAFF ACTIVITIES

##### A) Guest Lectures

- National Regulatory Research Institute's National Energy Act Conference, January, 1979 (Providence, Rhode Island).

- Conference concerning peak load pricing sponsored by a Boston area teachers' association at Warren High School in West Newton, Massachusetts.
- Seminar on solar energy at the New England Solar Energy Center.
- Participation in various interdepartmental seminars concerning ongoing cases and issues.
- Presentation of paper entitled "Environmental Impact Analysis of Electricity Tariffs" at the First Biennial NARUC Regulatory Conference, October, 1978.
- Presentation of lectures to Department staff concerning demand forecasting.

B) Attendance at Meetings and Conferences

- Workshop on electricity supply-demand issues sponsored by the National Governors' Association.
- Workshop on marginal cost pricing for electric utility service.
- New York State Energy Office conference.
- Hydroelectric power conference sponsored by the Franklin Pierce Law Center, the National Conference of State Legislatures and the Thayer School of Engineering, Dartmouth College.
- U.S. DOE briefing on the National Energy Act in Washington, D.C.
- NEP II, DOE's regional hearing concerning the President's second National Energy Plan.
- NARUC Annual Regulatory Studies Program (East Lansing, Michigan).



## RAILWAY AND BUS DIVISION

### SCOPE

The Division of Railway and Bus Utilities is responsible for the safety of the public while traveling on railroad or rapid transit trains, on streetcars, or on buses that are engaged in regular route, charter, special or sightseeing services, within the Commonwealth.

### INSPECTION

To accomplish this, all equipment must be inspected and approved for service and periodically inspected thereafter. It is also necessary to make periodic checks of facilities, including tracks, roadbeds, bridges, control signal systems, crossings of railroads or of railroads with public ways at grade, maintenance and storage garages, sheds or areas. On street railways and rapid transit lines, switches, switch points, guard-rails, spikes and ties must be checked, as well as trolley supports and third rail pedestals.

### LICENSING

The qualifications of personnel who are engaged in the transportation of the public by any of the above methods must be determined; all bus drivers are given road tests in vehicles of the type they will drive as well as instruction in Department regulations before a Department bus driver's license is issued; railroads have a Department-approved book of rules, which all key personnel are tested on, initially and periodically thereafter. Train crews, dispatchers, signal men, etc., must learn the book of rules, which governs all train operations on their railroad. Department personnel must be qualified to interpret, recognize and investigate violations of these rules in the course of train operations.

### INVESTIGATIONS AND INSPECTIONS

During the fiscal year, many observations, inspections, tests and investigations have been made in the interest of safety. All complaints relative to public convenience and necessity, particularly those involving questionable safety practices, must be investigated. All accidents which result in death or serious injury to a person or persons involved, or the destruction of an excessive amount of property, or which jeopardize the safety of the public, are investigated, and reports of these investigations are kept in Department files.

The results of these investigations provide a basis for determining the need for amendments or additions to



existing rules and regulations controlling operations and equipment; and may also indicate a need for jurisdictional legislation to afford added safety to the public.

In addition, Division inspectors confer with proper officials of the industry to have defects corrected; they attend conferences, or make studies as directed to better qualify in advising carriers regarding the application of Department rules or pertinent laws or preferred procedures in operations and maintenance. They also observe operations of the carriers.

#### OFFICE STAFF

The office force aids Department inspectors in expediting duties as the need arises. They must attend to correspondence, indexing, typing orders, certificates of public convenience and necessity and charter licenses, filing and miscellaneous work connected with the duties of the Division. They also attend to and confer with the general public and with members of the transportation industry who are regulated by or come within the jurisdiction of the Department.

#### STATISTICS

##### Revenues

\$26,832.00	Drivers' Licenses
20,120.00	Motor Bus Permits
8,421.00	Drivers' Examinations
4,015.00	Motor Bus Examinations
<u>1,194.00</u>	Special and School Service Permits
\$60,582.00	Total

##### Inspections

1,901	Rolling Stock
455	Bridges
756	Stations
361	Signal Installations
103	Signal Interlocking Installations
386	Automatic Train Stops
3,083	Grade Crossing Protections
3,881	Distant Warning Signals
2,498	Miles of Railroad Track
112	Miles of Street Railway Track
4,563	Motor Buses
294	Highway Bridges on Certified Bus Routes

##### Violations

396	Bus Operating Violations
-----	--------------------------

Accident Investigations

28	Non-Fatal Railroad Grade Crossing, which resulted in 26 personal injuries.
2	Fatal Railroad Grade Crossing, which resulted in 2 deaths and 1 personal injury.
12	Fatal Street Railway, which resulted in 10 deaths.
84	Non-Fatal Street Railway, which resulted in 199 personal injuries.
79	Other Railroad and Street Railway, which resulted in 18 deaths and 26 personal injuries.
14	Fatal Bus, which resulted in 9 deaths and 17 personal injuries.
19	Non-Fatal Bus, which resulted in 31 personal injuries.

Certificate/Licensing Inspections

3,501	Persons for DPU Bus Drivers' Licenses, of which 189 were rejected.
95	Proposed Bus Routes

Licenses/Permits/Certificates Issued

13,218	DPU Licenses
4,024	Motor Bus Permits
1,155	Motor Bus Permits for MBTA (no charge by statute)
243	School Service Permits
141	Special Service Permits
13	Temporary Licenses
9	Certificates of Public Convenience and Necessity
3	Transferred Certificates of Public Convenience and Necessity
6	Charter Licenses
8	Transferred Charter Licenses
2	Amended Certificates of Public Convenience and Necessity
7	Local Licensing for bus companies under chapter 740 of the Acts of 1975.

Hearings and Drafts of Orders

103	Hearings conducted
95	Draft Orders for Commission Approval



## RATES AND RESEARCH DIVISION

### SCOPE

Historically, the role of the Rates and Research Division was to review and keep on file all tariffs submitted to the DPU by gas, electric, telephone and water utility companies and railroad, bus, trucking, and other transportation companies operating within Massachusetts. While the Division continues to perform these tasks, public concern with the rising cost of energy in recent years has resulted in an expansion of the Division's responsibilities. The Rates and Research Division provides advice to the Commission concerning electric and natural gas rates which not only reflect the costs to the utilities of providing service, but also are equitable to all customers. In addition, this Division is responsible for the administration of a series of grants and cooperative agreements which the U.S. Department of Energy recently awarded the DPU to assist the Commission in fulfilling the extensive requirements enacted in the Public Utilities Regulatory Policies Act of 1978.

### STAFF

The staff consists of four professional economists and rate designers. Their primary functions are:

- Assisting the hearings officers in major rate cases concerning rate design issues.
- Assisting staff intervenors in major rate cases.
- Serving as hearings officers in rate cases of smaller regulated companies.
- Advising the Commission on the proper level of fuel and gas costs on adjustments and refunds to customers.
- Responding to questions and complaints from the public and others.

### INCOME

Total income received for filing tariffs and other documents amounted to \$31,581.00.

### STATISTICS

During the fiscal year ending June 30, 1979, the various



utilities and common carriers filed with the Division tariffs, schedules, and contracts in the number and to the extent indicated below:

	<u>Filings</u>	<u>Fees</u>
Railroads (Freight and Passenger)	341	\$ 1,023
Gas and Electric	291	1,292
Bus and/or Street Railway	73	219
Steamship	0	0
Water	4	12
Aircraft (Freight and Passenger)	0	0
Telephone or Western Union	43	129
Motor Truck	6,362	18,146
Special Permission	118	1,180
Annual Motor Carrier of Property and Towing Reports	<u>2,316</u>	<u>10,580</u>
Total	9,556	\$31,581

Nine requests were received from the various utilities under our jurisdiction, not including motor carriers of property or passengers, for general rate increases which were suspended in accordance with the provisions of the statutes, to allow for investigation and hearing. Nine general rate increases were allowed in whole or in part, after public hearings, during the year. The requests of two companies were denied completely.

An administrative staff of three prepared and mailed approximately 2,500 Annual Motor Carrier of Property Reports which are required under D.P.U. 13773 to be filed on or before April 30th of each year and approximately 2,000 Annual Report Forms to carriers performing towing operations under the order of the police or other public authority, as required by section 6B of chapter 159B of the General Laws, which must be filed on or before March 31st.

The professional staff of five examined utility rate proposals, made recommendations to the Commission and drafted orders on the proposals. Each staff member participated as a hearings officer and in the future will intervene in public utility rate cases. Along with their duties, the staff performed research on alternative rate structures for the regulated industries.

The Division also responded to DPU rate-related inquiries received through the mail, over the phone, and in person. These inquiries came from the general public, common and contract carriers, other utilities regulated by the Department, other private companies, private consultants, students and other state agencies.

## TELECOMMUNICATIONS DIVISION

### SCOPE

During the year ended June 30, 1979, the Telecommunications Division has been actively involved in the investigation of numerous matters encompassing almost the entire sphere of telecommunications. These investigations have culminated or will culminate in a number of decisions which will have a profound impact on consumers of telephone services in the Commonwealth.

### IMPLEMENTATION OF THE "UNBUNDLING" DECISION

Last year, the Department issued a decision, Unbundling, D.P.U. 19385 (May 30, 1978), which directed the New England Telephone Company to, inter alia: File stand-alone rates for inside wiring, equipment and service with supporting documentation; submit cost information to provide the basis for determining the appropriate level for section 19 service charges; and propose a plan for the dissemination of detailed billing information to customers.

This year, in a major case, Disaggregation, D.P.U. 19836/19865, the Department is subjecting to review the various filings made by the Company in compliance with the directives of the order in Unbundling. To date, this process has consumed approximately thirty hearing days.

### COMPETITIVE OFFERINGS OF NEW ENGLAND TELEPHONE

This past year, the Division has scrutinized all (approximately twenty individual filings) competitive terminal equipment and service offerings of the New England Telephone and Telegraph Company.

The decisions rendered in these cases reflect the Department's position that while NET should be able to respond to competition in the marketplace, it is also necessary to prevent its competitive offerings from being cross-subsidized by monopoly service ratepayers. To this end, the rates proposed for the various offerings had to recover their fully allocated costs as displayed on the Department's Cost Development Form for Terminal Equipment.



### EXPANDED COMMUNITY CALLING ("ECC")

The Expanded Community Calling ("ECC") service option continued to be under review and evaluation this year. The Department ordered the offering of this service to residents of the Town of Chesterfield, D.P.U. 19140 (November, 1978), bringing to twenty-eight the number of towns whose residents could subscribe to this service.

In addition, the Sudbury case, D.P.U. 18153, which provided the original forum for the Department's inauguration of this service, was re-opened at the request of the Town and petitioners. Ten days of hearings were conducted and a multitude of information relative to community calling patterns and their concomitant equipment costs was requested and collected. This proceeding will culminate in an order which, at the very least, will decide the future of the ECC service option and will affect telephone subscribers statewide.

### RADIO COMMON CARRIERS ("RCC's")

Throughout the past year, the Division, pursuant to its authority under G.L. c. 159, § 12B, has been processing RCC applications for additional service areas, investigating the various carriers' tariffs, and reviewing and processing certain transfer agreements entered into by some of the carriers.

### CONTINUING AND FUTURE AREAS OF ACTIVITY

The Division has been actively involved in a number of other matters such as:

- Boundary changes/polling letters re: boundary changes
- Billing message units
- DPU jurisdiction over CATV pole attachments
- NET services for business and residential subscribers including quality of service and security deposits
- Western Union complaints
- Obscene and harassing phone calls
- Special assembly charges



- Surcharges for hotel/motel
- Charges (installation, etc.)
- Yellow Page directory charges/company liability for directory errors and/or omissions
- Problems due to number changes
- WATS and tie lines
- Telephone poles on property
- NET's release of information for "trap"
- Use of wiretaps
- Optional calling services
- Detection of unauthorized equipment (NET's DUE program)
- Telephone services for the deaf
- NET's tariff filing format
- NET's rate reclassification policy
- Directory formats/listings
- Interconnection of customer provided equipment (CPE)
- Complaints of interconnect companies vs. NET
- General review, update and revision of quality of service reporting practices of NET as required in D.P.U. 17490
- Telephone services for the handicapped

## TELEPHONE AND TELEGRAPH DIVISION

### SCOPE

The Telephone and Telegraph Division of the Department is responsible for the investigation of all complaints against the various telephone and telegraph companies, excluding residential telephone billing complaints, in addition to answering technical inquiries. The main goal of this Division is to enlighten the consuming public as to their rights and to assist them with their problems in the field of telecommunications.

Although the New England Telephone and Telegraph Company provides over 99 percent of telephone service in the Commonwealth, the following telephone companies also operate and provide service in the Commonwealth:

- \*Business and Professional Men's Exchange, Inc.

- \*Colonial Mobiletelephone and Paging Service, Inc.

- Granby Telephone and Telegraph Company

- \*Massachusetts-Connecticut Mobile Telephone Company

- \*Mobilfone of Boston

- \*North Shore Communications, Inc.

- \*Ram Broadcasting of Massachusetts, Inc.

- Richmond Telephone Company

- Taconic Telephone Corporation

- \*Telephone Answering Service of Taunton

- \*Worcester Communications Company

\*A miscellaneous radio carrier.

These carriers are classified as an operating telephone company and are subject to DPU jurisdiction. They are classified as such since each has an interconnection with land line carriers to provide a through service of radio and telephone.

As of June 30, 1979, there were 4,497,705 New England Telephone Company telephones in Massachusetts, representing an increase of 92,647 telephones over the previous year end. Additionally, the other companies combined accounted for approximately 3,500 telephones.

	<u>June 30, 1979</u>	<u>June 30, 1978</u>	<u>Increase</u>
Residence Main	2,018,424	1,980,872	37,552
Business Main	<u>363,389</u>	<u>351,550</u>	<u>11,839</u>
Total Main Telephones	2,381,813	2,332,422	49,391
Residence Extensions	1,268,386	1,255,570	12,816
PBX & Business Extensions	<u>847,506</u>	<u>817,066</u>	<u>30,440</u>
Total Extensions	2,115,892	2,072,636	43,256
Total Telephones	4,497,705	4,405,058	92,647

#### COMPLAINTS

During the 1979 fiscal year the Division received 581 formal complaints which required special research and investigation. A detailed report was written on each complaint. On the other hand, the Division estimated that it received five informal inquiries for each formal complaint. Only complaints which required investigation were made part of the record.

The following is a summary of complaints and requests for investigation of telephone service:

Busy circuits, delayed dial tone, line dead or out of order	130
Delayed installation of service	146
Disconnections and threatened disconnections of service	47
Billing complaints/tariff charges	65
Service in general (there were also people who wished to be registered with no formal complaint)	58
Transmission problems (noise, static, cross wiring, etc.)	6



Deposit protests and requests for refunds	14
Directory listings, intercept and Yellow Page complaints	46
Pole, cable and wire complaints	14
Western Union complaints	12
Regrades/number changes, etc.	12
Message units complaints	2
Calling area and boundary complaints	1
Threatening, anonymous, obscene and annoyance calls	21
Equipment failures/changes, etc.	2
Service denial	5
	<hr/> 581

#### 911 EMERGENCY TELEPHONE NUMBER SERVICE

G.L. chapter 166, section 14A: Universal Emergency Telephone Service: "Every telephone company doing business within the commonwealth, upon the receipt of an order for universal emergency telephone service from an official authorized to contract for such service for a municipality, shall make available, under rates, rules and regulations filed with the department of public utilities pursuant to chapter one hundred and fifty-nine and as soon as is reasonable, the universal emergency telephone number '911' for use by the public in seeking assistance from fire, police and other related safety agencies through a single report center manned by the municipality."

Most communities in the Commonwealth have been providing this service over the past several years. The following table summarizes the current status of 911 service in the Commonwealth.

Following is a complete list of all locations from which inquiries have been received concerning "911" service since it was first offered in 1968. Footnotes describe the status of each case.

Massachusetts (153)

3 Agawam	3 Fall River	2 Nantucket
Amesbury	3 Falmouth	3 Natick
3 Andover	3 Fitchburg	1 Needham
1 Amherst	1 Framingham	New Bedford
Ashburnham	1 Franklin	1 Newton
3 Ashby	2 Freetown	Norfolk
3 Ashland	Gardner	1 Northampton
3 Attleboro	Georgetown	3 North Adams
1 Auburn	3 Gloucester	3 North Andover
Barnstable County	5 Grafton	3 Northboro
Bedford	Greenfield	1 Norton
1 Bellingham	2 Groton	3 Norton
3 Berlin	Hadley	3 Norwell
Beverly	1 Hamilton/Wenham	3 Norwood
Billerica	Hanson	1 Oxford
Bolton	3 Haverhill	Peabody
1 Boston	Holbrook	Pembroke
Bourne	1 Holliston	1 Pepperell
Boxboro	3 Holyoke	Plainville
1 Braintree	3 Hopkinton	Plymouth
1 Brewster	Hull	1 Provincetown
1 Bridgewater	Lancaster	1 Quincy
3 Brockton	3 Lawrence	1 Randolph
1 Brookline	Lenox	Reading
Burlington	4 Leominster	1 Revere
Buzzards Bay	Littleton	3 Rochester
1 Cambridge	Lowell	1 Rockport
3 Canton	Ludlow	Sandwich
3 Carver	Lynn	3 Saugus
Charlton	1 Manchester	3 Scituate
3 Chelmsford	1 Mansfield	3 Sharon
Chelsea	1 Marion	Sherborn
Chester	3 Marlboro	Shrewsbury
3 Chicopee	1 Marshfield	3 Somerset
1 Clinton	2 Martha's Vineyard	Somerville
1 Dalton/Windsor	1 Mattapoissett	Southwick
Danvers	1 Maynard	1 Springfield
Dartmouth	1 Medfield	Stoneham
Dedham	1 Medway	3 Stoughton
Dennis	1 Melrose	Sudbury
3 Dighton	1 Merrimac	3 Taunton
1 Dover	3 Methuen	1 Topsfield
Dracut	1 Middleboro	1 Tynsboro
1 East Longmeadow	3 Milford	Wakefield
1 Easton	1 Millbury	2 Waltham
Essex	1 Millis	1 Ware
3 Everett	Milton	3 Wareham

1 Watertown  
Wayland  
1 Westboro  
1 Westfield  
Westminster  
West Newbury  
West Stockbridge  
1 Weymouth  
Wilbraham  
3 Winthrop  
1 Woburn  
1 Worcester  
1 Wrentham

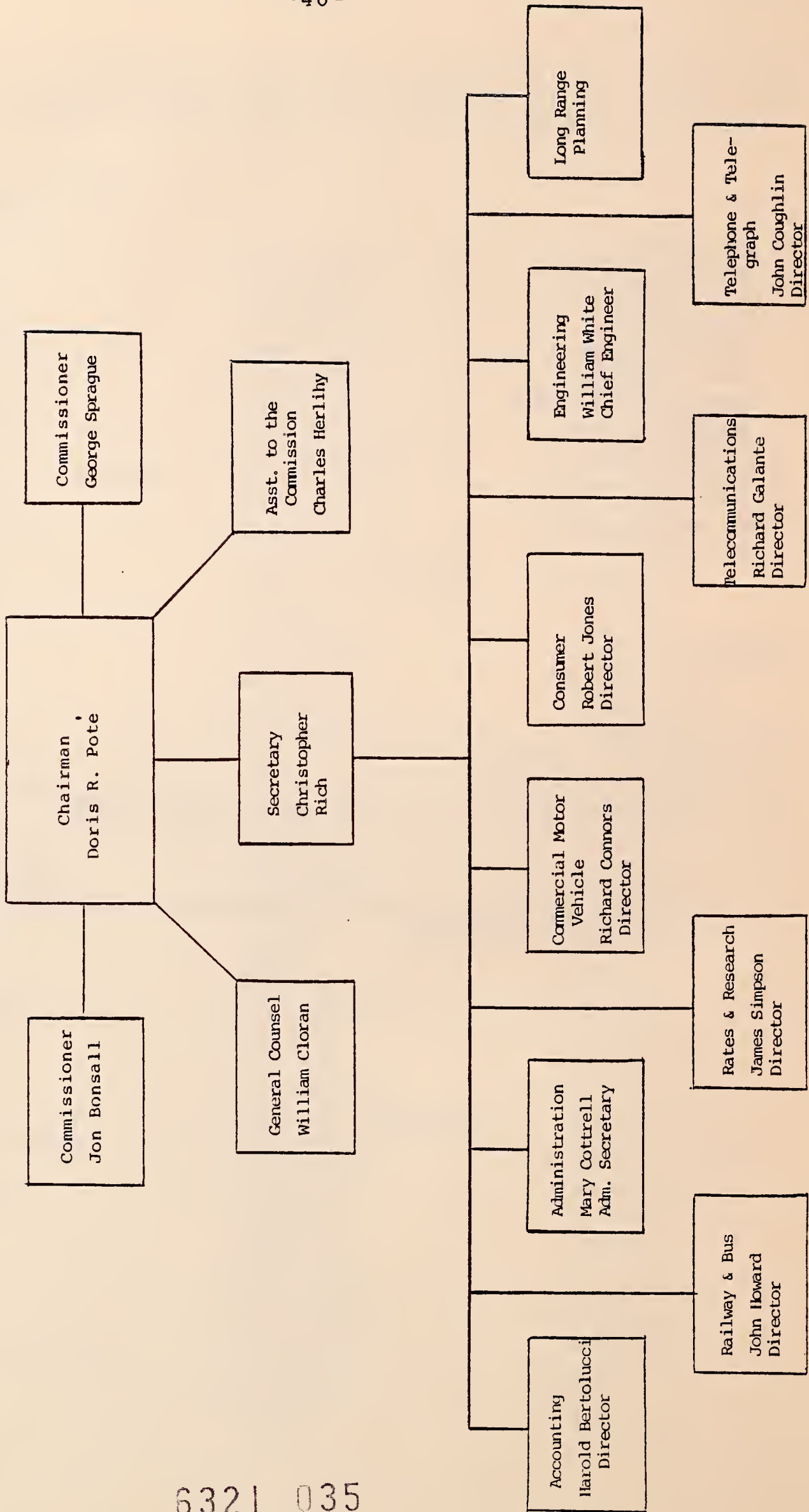
Legend:

1 - In service  
2 - On order - scheduled for service in 1979  
3 - Under negotiation  
4 - Authorized but cut-over date not established  
5 - On order - scheduled for service after 1979

All other inquiries listed above are considered inactive at this time.



DEPARTMENT OF PUBLIC UTILITIES



6321 035









ACME  
BOOKBINDING CO., INC.

JUL 6 1990

100 CAMBRIDGE STREET  
CHARLESTOWN, MASS.





